

Veteran's Health Benefits Handbook
Veterans Satisfaction Survey
OMB FORM 2900-XXXX
VA Form 10-0507

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Provide a numerical estimate of the potential respondent universe and describe any sampling or other respondent selection method to be used. Data on the number of entities (e.g., households or persons) in the universe and the corresponding sample are to be provided in tabular format for the universe as a whole and for each strata. Indicate expected response rates. If this has been conducted previously include actual response rates achieved.

Veteran population	24,000,000
Sample Size	2,120
Potential respondent universe:	1,622
Expected Response Rate	76.5%

Sampling methodology: A random sample of Veterans that have received the Health Benefits Handbook generated from Enrollment System Redesign (ESR).

2. Describe the procedures for the collection of information, including:

• **Statistical methodology for stratification and sample selection**

Veteran eligibility for VHA healthcare benefits is categorized by Priority Groups. Each priority group has a pre-defined set of eligibility factors that determine the type of care Veterans in that priority group can receive. The sample will represent the percentage of enrollees in each of the priority groups. The sample percentages will be derived from enrolled Veterans in each priority group for the most recent completed quarter in the Fiscal Year. The random sample for each priority group will be extracted from Enrollment System Redesign (ESR) via a randomized query.

• **Estimation procedure**

It is expected that the response rate will be 76.5%. This is based on previous data collections conducted by VHA.

• **Degree of accuracy needed**

• **Unusual problems requiring specialized sampling procedures**

No problems are anticipated

• **Any use of less frequent than annual data collection to reduce burden**

This will be an annual survey.

3. Describe methods to maximize response rate and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

Veterans will be provided with two options to complete the survey. A Toll Free number will be provided allowing the Veteran to call to complete the survey. Additionally, a link will be provided that will allow the survey to be completed via the public internet. Providing flexibility in the method of survey completion will provide the Veterans options that should increase the response rate. A post survey reminder mailing (what will be use to send a reminder) will be used if the response rate fails to meet

projections. The assumed 76.5% response rate on 1,622 surveys offered should yield yearly results with approximately +/- 5% margin of error.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions of 10 or more individuals.

This is a targeted survey with 6 questions. The number of questions was kept to a minimum to reduce burden and improve response rates while providing actionable data. The questions were selected and developed by the VHA Health Benefits Handbook Program Management Team. This team is responsible for the design and content of the Veteran's Health Benefits Handbook.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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